

**BEFORE THE INSURANCE COMMISSIONER OF THE  
STATE OF OKLAHOMA**

**FILED**  
MAY 03 2012  
INSURANCE COMMISSIONER  
OKLAHOMA

**STATE OF OKLAHOMA, ex rel. JOHN D. DOAK, Insurance Commissioner,** )  
)  
)  
**Petitioner,** )  
)  
**v.** )  
)  
**BONNIE JEAN MALOY, a licensed customer service representative,** )  
)  
**Respondent.** )

**Case No. 12-0233-DIS**

**FINAL ADMINISTRATIVE ORDER**

This matter is a disciplinary proceeding under the Oklahoma Producer Licensing Act. 36 O.S. §§ 1435.1 et seq. The Oklahoma Insurance Department (the “Department”) issued an Order of Suspension Instantly on March 14, 2012 alleging Respondent Bonnie Jean Maloy (“Maloy”) wrote unauthorized checks to herself on her employer’s checking account in the amount of \$201,695.72 and fabricated vendor office supply invoices in an effort to conceal the issuance of the checks to her.

Maloy requested an administrative hearing and the hearing was held before the undersigned Hearing Examiner on April 23, 2012. Petitioner appeared by counsel Julie Meaders. Maloy appeared by counsel Thomas Hosty. Witnesses were sworn and testified, exhibits were presented and arguments of counsel heard.

## **JURISDICTION**

1. John D. Doak is the Insurance Commissioner of the State of Oklahoma and is charged with the duty of administering and enforcing all provisions of the Oklahoma Insurance Code, 36 O.S. §§ 101 et seq.

2. Bonnie Jean Maloy is a licensed resident customer service representative holding license number 117658. Her address of record with the Oklahoma Insurance Department is 11291 N. Dobbs Road, Luther, Oklahoma 73054.

3. The Insurance Commissioner may place on probation, censure, suspend, revoke or refuse to issue or renew a license issued pursuant to the Oklahoma Producer Licensing Act and/or may levy a fine up to \$1,000.00 for each occurrence of a violation of the Oklahoma Insurance Code, 36 O.S. § 1435.13(A) and (D).

## **FINDINGS OF FACT**

1. Bonnie Maloy was a licensed customer service representative (CSR) employed at the Oklahoma County Farm Bureau office on Lincoln Boulevard in Oklahoma City, Oklahoma. Each county office is a separate legal entity comprised of a Board of Directors responsible to the Farm Bureau membership in that county. In addition to her CSR duties in the Oklahoma County office, Maloy served as the Board's secretary and paid the office's expenses.

2. Curtis Roberts is the Oklahoma County Board president and Dennis Lambring is the Board secretary. Roberts, Lambring and Maloy had check writing authority on the Board's bank account #100798769 at Arvest Bank. Roberts and Lambring customarily signed blank checks on the Board's checking account for Maloy to pay office expenses.

3. The Board became concerned about the expense of office supplies and requested an audit from the state Oklahoma Farm Bureau office. Amy Wilson is the accountant employed

at the state office who conducted the audit. When Maloy was asked to provide receipts for office expenses for the audit, she stated she was told she was not required to keep them. Maloy was then instructed to obtain copies of receipts from the office supply vendors in order to substantiate the county office expenses. Maloy provided receipts in the form of invoices, including invoices from OfficeMax, a few days later.

4. The invoices she provided initially matched up with the QuickBooks software records used by Maloy. The Board was still concerned about the cost of office expenses and, while Maloy was on maternity leave in early 2012, requested a current financial statement from Ericka McPherson, General Counsel for Oklahoma Farm Bureau Insurance and Affiliates.

5. McPherson requested invoices from OfficeMax. The OfficeMax invoices looked nothing like the OfficeMax invoices previously generated by Maloy. Wilson then obtained the banking records for the Oklahoma County Board's checking account from Arvest Bank.

6. McPherson and Wilson determined that since September 2009, Maloy had written unauthorized checks on the office checking account payable to herself in the amount of \$201,695.72. Maloy had endorsed the checks and deposited in her checking account number #2654412 at the Tinker Federal Credit Union.

7. Maloy noted on the memo section of the checks "payroll" or "payroll & bonus". Wilson knew that no payroll checks were issued from that checking account because county secretaries receive their payroll through the Oklahoma Farm Bureau Assistance Corporation, not through the county office that employs the secretaries.

#### **CONCLUSIONS OF LAW**

The evidence is clear and convincing that Maloy's conduct was fraudulent, dishonest, untrustworthy and financially irresponsible, all of which are violations of 36 O.S. 1435.13(A)(8).

**ORDER**

**IT IS THEREFORE ORDERED THAT BONNIE JEAN MALOY'S CUSTOMER SERVICE REPRESENTATIVE (CSR) LICENSE IS HEREBY REVOKED AND FURTHER SHE IS ORDERED TO PAY THE COSTS OF THIS PROCEEDING IN THE AMOUNT OF SEVEN HUNDRED AND FIFTY DOLLARS (\$750.00).**

Done this 2<sup>nd</sup> day of May, 2012.



A handwritten signature in black ink that reads "Leamon Freeman".

LEAMON FREEMAN  
INDEPENDENT HEARING EXAMINER  
OKLAHOMA INSURANCE DEPARTMENT

**CERTIFICATE OF MAILING**

I, Julie Meaders, hereby certify that a true and correct copy of the above and foregoing Final Administrative Order was mailed by regular mail and electronically mailed on this 3rd day of May 2012 to:

Thomas W. Hosty  
PO Box 20685  
Oklahoma City, OK 73156-0685

[hosty@hostylaw.com](mailto:hosty@hostylaw.com)

and that notification was sent to:

NAIC/RIRS

and a copy was delivered to:

Licensing Division

Anti-Fraud Division

  
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JULIE MEADERS  
ASSISTANT GENERAL COUNSEL